

Voicemail – Xpressions

Personal Greetings

System greeting

Until you record your first greeting the System greeting is played to all callers, *“The party you have reached at ext. xxxx can not be reached. To leave a message...”*

Alternate greeting

The Alternate greeting (when active) is played to all callers.

The first time you record a greeting you must use the Alternate greeting. Set up instructions are covered in the [Voicemail QuickRef](#).

The majority of Brookes staff use, and stick with, the Alternate greeting.

Vacation greeting

You cannot set a greeting for a specified number of days.

So, if you are going on leave, record a new Alternate greeting, for example, *“I’m on leave, returning on the fourth January ...”*.

When you return from leave, remember to re-record your Alternate greeting, for example, *“You have reached the OBIS Training Team, we can’t take your call right now ...”*.

Stop accepting messages

First, record an appropriate Alternate greeting, for example, *“We are experiencing a high volume of calls this week, and can not return your call. Please email us instead at xxxxxx@brookes.ac.uk ...”*

Ensure the Alternate greeting is active.

To stop accepting messages, press 8, 2, 6

To start accepting messages, press 8, 2, 4

Today’s greeting

This greeting can be used if you’re out of the office for the day. It overrides all other greetings.

It gets deleted at midnight, and reverts to the Alternate greeting.

To set Today’s greeting, press 8, 8, 1

Enhanced Greetings

To request Enhanced greeting mode and guidance on using it, contact:

[IT Service Desk](#), or go directly to [IT Phone Requests page](#)

Personal greetings types:

1. Alternate: when this greeting is active it overrides the Busy, Internal and External greeting types and only plays during normal business hours as determined by system administration
2. Busy: plays for both internal and external callers when you are on the phone
3. Internal: plays for internal callers only
4. External: plays for external callers only
5. After Hours: plays before and after normal business hours as determined by your system administration

Business hours can be customised, for example, different hours on different days of the week.

Up to 9 different greetings can be recorded and saved. Once greetings are recorded, they can individually be assigned to a greeting type.